

**STATE OF NEW JERSEY
DEPARTMENT OF CHILDREN AND FAMILIES**

DEPARTMENT POLICY: DCF.P3.03-2007

EFFECTIVE DATE: August 31, 2007

SUBJECT: **Bilingual and Bicultural Diversity in Contracts**

I. PURPOSE

The purpose of this policy is to establish guidelines for the Departmental Components and Provider Agencies to ensure that all persons have equal access to Department of Children and Families (DCF) funded programs.

II. SCOPE

This policy applies to all Contracts.

III. DEFINITIONS

Minority means a person who is:

African-American, having origins in any of the black racial groups in Africa;

Hispanic, having Spanish culture, with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race;

Asian-American, having origins in and of the original peoples of the Far East, Southeast Asia, Indian sub-continent, Hawaii, or the Pacific Islands;

American Indian or Alaskan native (Native American), having origins in any of the original peoples of North America and who maintain cultural identification through tribal affiliations or community recognition.

IV. POLICY

A. All Provider Agencies must be responsive to the needs of the minority populations. Programs funded by DCF must be linguistically appropriate and culturally relevant to the populations being served in the community.

B. In accordance with policy DCF.P2.01, Department of Children and Families' Standard Language Document for Social Service and Training Contracts, Departmental Components must ensure that appropriate accommodations be developed and maintained for those minority individuals who are deprived of

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reasonable access to services because of language or ethnic and cultural differences.

- C. Departmental Components must ensure that Provider Agencies address bilingual/bicultural issues in the Annex A, Program Description, of the Standard Language Document for Social Service and Training Contracts. The issues should include, but not be limited to, the following:
1. Indicating the percentage of minority and limited English speaking and bicultural persons utilizing the services provided by the Provider Agency, denoting the source of the information;
 2. Indicating how the needs of the limited English speaking and bicultural populations are being met, including but not limited to, staffing and processes to mitigate language barriers, such as bilingual agency publications, answering machine messages and affiliation agreements with bilingual and bicultural provider agencies;
 3. Listing changes necessary to ensure access to programs and how the Provider Agency plans to accommodate those changes; and
 4. Describing the outreach and referral procedures to ensure that all limited English speaking and bicultural persons have access to the services needed.

Commissioner